Willowacre Trust

Charitable subsidiary of
West of Scotland Housing Association

WILLOWACRE TRUST GUIDE TO INFORMATION

LAST REVIEWED: September 2026

At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 *Places a duty on those organisations covered to proactively publish certain types of information; and to respond to requests for information; and to provide advice and assistance to those making requests for information.*
EIRs	Environmental Information Regulations (Scotland) 2004 *Those organisations covered by EIRs have a duty to respond to requests for environmental information.*
SIC	The Scottish Information Commissioner *Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.*
MPS	Model Publication Scheme *Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)*
Guide to Information	*A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available*
Classes of Information	*Nine broad categories describing the types of information authorities should publish (if they hold it).*

Background

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations in Scotland must produce and maintain a publication scheme. This must detail all of the key information that we publish and how you can access it. This Guide to Information is our publication scheme, and contains links to where you can find all of the information listed online.

Willowacre Trust has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and this Guide has been approved by the SIC.

About Willowacre Trust

Willowacre Trust is the charitable subsidiary of West of Scotland Housing Association (WSHA) and has been working to tackle social disadvantage for over 50 years. Willowacre Trust is committed to the delivery of projects and services which offer additional support and opportunities to WSHA tenants with the overall aim of positively impacting on our tenants' lives.

Services delivered within communities include:

- Older people's services within sheltered housing.
- Money and Energy Advice provided from dedicated officers supports issues relating to personal debts, budgeting, fuel debt, switching tariffs and heating systems.
- A Handyperson Service is also offered to older tenants or families who are vulnerable.

Charges

All of the information listed is available on our website (unless stated), and completely free to access online. However, we understand that not everyone will have online access and where this is the case you can contact us to view this in our office (where this would be convenient).

If you would like a printed copy of any of the information listed, unfortunately we may have to charge a small fee to provide this. This fee will never exceed the cost of photocopying and postage – and we will let you know any total cost before we forward this to you.

Our charges for providing any information detailed in this guide are summarised below:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet 20p per A3 sheet
Print in colour	20p per A4 sheet 40p per A3 sheet

CD Rom	50p per CD
Posted document/CD Rom	Cost of postage incurred

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

Charges for information which is not available under the scheme:

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500
- We are not obliged to respond to requests which will cost us over £600 to process
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for Environmental Information

Environmental information is provided under the EIRs rather than FOISA. The rules for charging for environmental information are slightly different. We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage. If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated based on the actual cost to Willowacre Trust of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charge for request for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge. However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information. Further information on GDPR can be found on the Information Commissioner's Office website. Click here to access.

If you would like to request information that we publish in a format other than online, or arrange a visit to our office to view information, please contact:

Kerry Clayton
Head of Corporate Services
0141 550 5608
kerry.clayton@westscot.co.uk

Information that we cannot publish

Whilst we will try to make all of the information we have detailed available, in rare cases there may be some information that we cannot make available. For example, sometimes if we were to publish certain Board minutes, it could reveal personal details about an individual. This would be a breach of Data Protection legislation if we were to do so. When this is the case, we will remove any personal details before publication and highlight where and why we have done so.

For how long will information be published?

We aim, where possible, to publish information for at least the current and previous two financial years. When we review any document – e.g. our policies – to avoid confusion we will only publish the current version once it has been updated.

Copyright and re-use

Where we hold the copyright on our published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied accurately
- It is not used in a misleading context
- The source of the material is identified

Contact us

If you have any queries about anything contained within this Guide to Information, or if there is some information that you cannot find that you would like to access, please contact:

Kerry Clayton
Head of Corporate Services
West of Scotland Housing Association
40 Barrowfield Drive
Glasgow
G40 3QH
0141 550 5608
kerry.clayton@westscot.co.uk

The Information that we make available to you

Under the MPS, the information we provide must be listed under certain "classes" of information. These are the categories of information that are detailed below. As FOI applies to other bodies and sectors across Scotland – such as Scottish Government and Councils for example –this means that not all of the categories in the MPS apply to housing associations/co-operatives.[1]

The details of all the information we hold under each of the classes that apply to our organisation, and hyperlinks to access this information when available online, are outlined below.

Information	Where to access
Class 1 - About Willowacre Trust *Information about who we are, where to find us, how to contact us, how we are managed and our external relations*.	
Descriptions of who we are	
Mission Statement	https://westscot.co.uk/willowacre/business-plan/
Vision	https://westscot.co.uk/willowacre/business-plan/
Values	https://westscot.co.uk/willowacre/business-plan/

[1] *In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.*

Information	Where to access
Corporate Objectives	https://westscot.co.uk/willowacre/business-plan/
Area(s) of operation	Service Areas
Key activities; strategic/corporate plan(s)	https://westscot.co.uk/willowacre/business-plan/
Business Plan (or summary)	https://westscot.co.uk/willowacre/business-plan/
Customer Service Charter	https://westscot.co.uk/data/Customer_Charter_2024_Update_2024_09_24_09_19_22.pdf
Location and opening arrangements	
Address	https://westscot.co.uk/willowacre/contact-us-willowacre/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://westscot.co.uk/willowacre/contact-us-willowacre/
opening times	https://westscot.co.uk/willowacre/contact-us-willowacre/
General contact arrangements	https://westscot.co.uk/willowacre/contact-us-willowacre/
local/area office contact details	https://westscot.co.uk/willowacre/contact-us-willowacre/
Contact details for making a complaint	https://westscot.co.uk/willowacre/contact-us-willowacre/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 2)
Contact details and advice on	Kerry Clayton Head of Corporate Services 40 Barrowfield Drive, Glasgow, G40 3QH

Information	Where to access
making an FOI request	Tel: 0141 550 5608 kerry.clayton@westscot.co.uk
Freedom of Information policies and procedures	https://westscot.co.uk/freedom-of-information/
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (See Page 4)
About our Governing Body (Our Board)	
List of Governing Body Members • Names • when they became a governing body member • Professional biographical details • office-bearing responsibilities • when they became an office-bearer	https://westscot.co.uk/willowacre/board/
Description of the role of the Governing Body • governance structure chart (including sub-committees and working groups);	https://westscot.co.uk/data/WT_Memorandum_and_Articles_2023_06_13_12_14_28.pdf

Information	Where to access
• remits for governing body and any sub-committees	
How to become part of the governing body	https://westscot.co.uk/willowacre/board/
List of senior management team, including professional biography and contact details	Not applicable
Organisational structure	https://westscot.co.uk/willowacre/our-staff/
Rules/Articles	https://westscot.co.uk/data/WT_Memorandum_and_Articles_2023_06_13_12_14_28.pdf
Standing Orders	Not applicable
Membership Policy	Not applicable
Code of Conduct for Staff	https://westofscotlandhousing.sharepoint.com/:w:/s/DocumentCentre/IQD1FzbM_3naRJCiwX_EJOo2AYB8nkOf9ls1_sRBGa65Nuo?e=m7NFEV
Code of Conduct for Governing Body Members	WT Board Code of Conduct .docx
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for	https://westscot.co.uk/data/WT_Board_Members_Expenses_2023_06_19_15_20_42.pdf

Information	Where to access
expenses and subsistence)	
Register of Interests	www.westscot.co.uk/uploads/2019-11-01-08-37-24-WTRegisterofInterestspdf-12267.pdf
Equalities Policy	Under review – will be approved at the October Board meeting
Health and Safety Policy	On request, will be available from website November 2019
Sustainability Strategy	The strategy will be put on the web site once it has been approved by the board at the end of June.
Engagement plan with Scottish Housing Regulator	Not applicable
Assurance Statement	Not applicable
Annual Return on Charter Submission to SHR	Not applicable
Financial Returns to SHR	Not applicable
Charter report to tenants	Not applicable
Internal and External Audit arrangements	On request
Group Details	
Details of our subsidiaries	Not applicable
Key Partnerships	
Strategic agreements with other organisations	On request

Information	Where to access
Class 2 – How we deliver our functions and services *Information about our work, our strategy and policies for delivering services and information for our service users.*	
How to use our services	
List of services provided	https://westscot.co.uk/willowacre/support-services/
How to report a repair	Not applicable
Right to Repair information	Not applicable
How to apply for a house	Not applicable
How to get information about tenancy support	Not applicable
How to make a complaint	Not applicable
How to speak to a housing officer	Not applicable
How we consult with tenants and other customers to inform and improve service delivery and develop new services	On request
Policies and Procedures	
Allocations Policy	Not applicable

Information	Where to access
Adaptations Policy	Not applicable
Anti-Social Behaviour Policy	Not applicable
Asbestos Management Policy	Not applicable
Arrears Management Policy	Not applicable
Asset Management Policy (including stock condition information)	Not applicable
Customer Care Policy	https://westscot.co.uk/data/Customer_Charter_2024_Update_2024_09_24_09_19_22.pdf
Data Protection Policy	https://westscot.co.uk/upload/download_document/a11c01a1-82b0-11eb-abac-005056a3/file.pdf
Equalities & Human Rights Policy	Equalities & Human Rights Policy - Reviewed March 2023.docx
Estate Management Policy	Not applicable
Health and Safety Policy and procedures	https://westscot.co.uk/strategies-and-policies/ Full Health & Safety Policy is available on request.
Legionella Policy	https://westscot.co.uk/upload/download_document/08da1602-9292-11ee-a81d-005056a3/file.pdf

Information	Where to access
Procurement Policy	https://westscot.co.uk/upload/download_document/9b62662f-03a1-11ee-a71e-005056a3/file.pdf
Risk Management Policy	https://westscot.co.uk/upload/download_document/8b1839f3-e6a2-11ee-a413-005056a3/file.pdf
Rent Setting Policy	Not applicable
Repairs Policy	Not applicable
Sustainability Strategy	https://westscot.co.uk/upload/download_document/4aa4378b-1a4a-11ee-a71e-005056a3/file.pdf
Tenant Engagement Policy	https://westscot.co.uk/upload/download_document/e259cd20-9167-11eb-abac-005056a3/file.pdf
Tenancy Sustainment Policy	Not applicable
Internal procedures relating to above (where available)	Not applicable
Class 3 – How we take decisions and what we have decided *Information about the decisions we take, how we make decisions and how we involve others.*	
Governing Body Meetings	
Governing body meeting minutes	https://westscot.co.uk/willowacre/board-meeting-minutes/
Governing body meeting reports/papers	On request
Governing body agendas	On request

Information	Where to access
Consultation and Participation	
Tenant Participation Strategy	https://westscot.co.uk/upload/download_document/e259cd20-9167-11eb-abac-005056a3/file.pdf
Consultation reports noting the outcome of any recent consultations with tenants/others	https://westscot.co.uk/tenant-consultations/
Tenant Scrutiny Panel composition	Not applicable
Class 4 – What we spend and how we spend it *Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).*	
Information about our accounts and budgets	
Description of funding sources	https://westscot.co.uk/upload/download_document/788b922c-7437-11ef-a695-005056a3/file.pdf
Audited accounts	https://westscot.co.uk/upload/download_document/788b922c-7437-11ef-a695-005056a3/file.pdf
Budget policies and procedures	https://westscot.co.uk/upload/download_document/a73eeeb7-8cbb-11eb-abac-005056a3/file.pdf
Budget allocation to key service areas	On request
Our programme of work and projects	
Brief details of any project funding and how it's being spent	https://westscot.co.uk/upload/download_document/788b922c-7437-11ef-a695-005056a3/file.pdf
Capital works programme/plans information (annual programme	Not applicable

Information	Where to access
figure)	
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://westscot.co.uk/data/WT_Board_Members_Expenses_2023_06_19_15_20_42.pdf
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Not applicable
Board member remuneration other than expenses	Not applicable
Pay and grading structure (levels of pay rather than individual salaries)	https://westscot.co.uk/human-resources-info/
General information about staff pension scheme	On request
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Strategy and management of human resources	https://westscot.co.uk/upload/download_document/6fa170db-82aa-11eb-abac-005056a3/file.pdf
Staffing structure	https://westscot.co.uk/willowacre/our-staff/

Information	Where to access
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • discipline • grievance • staff development • Maintenance and retention of staff records	https://westscot.co.uk/human-resources-info/
Internal procedures relating to the above (where available)	**https://westscot.co.uk/human-resources-info/**
Trade Union information	On request
Summary of professional organisations/trade bodies of which we are a member	On request
Physical Resources	

Information	Where to access
Management of our land and property assets, including environmental/sustainability reports	Not applicable
General description of our land and property holdings	Not applicable
Estate development plans	Not applicable
Information Resource	
Records Management policy and records management plan, including records retention schedule	https://westscot.co.uk/upload/download_document/a11c01a1-82b0-11eb-abac-005056a3/file.pdf
Data protection or privacy policy	https://westscot.co.uk/upload/download_document/a11c01a1-82b0-11eb-abac-005056a3/file.pdf
Class 6 - How we procure goods and services from external providers Information about how we procure works, goods and services, and our contracts with external providers.	
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out:	Not applicable

Information	Where to access
• responsive repairs • landscape maintenance • planned/cyclical maintenance	
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Not applicable
Information about regulated procurement contracts awarded (value, scope, duration)	Not applicable
Our Procurement	
Procurement Policy and procedures	Procurement Policy - Updated June 2024 (Amended September 2024).pdf
Information on how to tender for work and invitations to tender	https://westscot.co.uk/upload/download_document/9b62662f-03a1-11ee-a71e-005056a3/file.pdf
Register of contracts awarded which have gone through formal tendering, including name of	https://westscot.co.uk/upload/download_document/05eed4b4-68d3-11ee-a71e-005056a3/file.pdf

Information	Where to access
supplier, period of contract and value	
Links to procurement information we publish on Public Contracts Scotland website	On Request
Framework Agreements	Not applicable
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	https://westscot.co.uk/willowacre/willowacre-home/
ARC report to tenants	Not applicable
Performance Standards/indicators	Not applicable
Benchmarking information	Not applicable
Complaints policy, guidance and forms	https://westscot.co.uk/complaints-feedback-/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://westscot.co.uk/complaints-feedback-/

Information	Where to access
Tenant scrutiny reports	Not applicable
Class 8 – Our commercial publications *Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal*	
This class does not apply to **Willowacre Trust** as we do not produce any publications for sale.	Not applicable
Class 9 – Our open data Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.	
This class does not apply to **Willowacre Trust**	Not applicable